

LONG-TERM CARE ASSISTANT OMBUDSMAN

DEFINITION

Under limited supervision, investigates and resolves complaints involving the health, safety, welfare and rights of residents of long-term care facilities, adult homes, and those receiving home care; works independently on individual cases or leads one or more volunteer ombudsmen assigned to cases.

TYPICAL TASKS (illustrative only)

- o Investigates and resolves complaints made by or on behalf of those receiving care
- o Develops an investigative plan for each case; analyzes investigative findings, statistical data, and supporting documents; conducts negotiations between parties either prior to or after the involvement of enforcement agencies to achieve necessary resolution; writes and presents investigative findings
- o Participates formal court and/or legal hearings; provides expert testimony
- o Works closely with all investigators (e.g., police, adult protective service, health department) to attempt to find reasonable solutions to complaints
- o Follows-up on cases to ensure effective resolution of complaints
- o Provides consumers information regarding the types and frequencies of complaints in care facilities
- o Monitors development and implementation of laws with respect to long-term care and home-based care
- o Provides information to the public and agencies about the problems of older persons residing in long-term care facilities and adult homes and those receiving home care; makes presentations to groups and organizations on topics related to the ombudsman program
- o Trains volunteers to participate in the program.

EMPLOYMENT STANDARDS

Any combination of education and experience equivalent to graduation from an accredited four-year college or university in social work, gerontology, nursing, or related field

AND

One year of investigation, negotiation, or mediation work

PLUS

- o Virginia state certification as an ombudsman must be obtained within six months of hire date
- o Knowledge of county, state and federal laws and regulations, court decisions, and issues related to long-term care
- o Knowledge of the long-term care industry and aging issues
- o Knowledge of the techniques involved in complaint investigation and resolution
- o Demonstrated interpersonal and organizational skills
- o Effective oral and written communication skills, including effective presentation skills.

REVISED: April 11, 1991

ESTABLISHED: February 11, 1991